



## Medtronic Service Seminars

# Frequently asked questions

### I work for a third-party biomedical company. May I attend a Medtronic Service Seminar?

No. You must be a biomedical technician directly employed by the hospital where you perform service. For additional clarification, please contact the Medtronic Service Seminars team.

### My service seminar tuition was included with a capital purchase and now I would like to schedule my service seminar. What do I do next?

Email a copy of the PO for verification to [RS.ServiceSeminars@medtronic.com](mailto:RS.ServiceSeminars@medtronic.com). You will be contacted with the schedule and other pertinent information. Please note: (1) The line item for a service seminar on your PO is not invoiced until an attendee arrives at class. (2) Capital purchase POs that included service seminars are valid for up to three years after PO creation.

### What is included in the service seminar price?

In addition to specialized manufacturer instruction, the cost covers breakfasts, lunches, and snacks on scheduled seminar days, as well as a set of digital manuals pertaining to the service seminar.

### Are hotel and flights included in the tuition price?

Hotel and flights are not included in the service seminar price and must be booked separately by you/your organization. 30 days prior to your class start date, a travel resource guide will be provided with a reminder email to book your travel arrangements.

### When should I book my hotel and flights?

Please wait to book your travel until (1) you receive registration confirmation from our service seminars team and (2) four weeks before the seminar start date in case there is a change in schedule. Registration confirmation and seminar reminder emails will contain a link to our travel resource guide.

### What happens if I need to cancel within four weeks of the seminar?

Our policy of limited enrollment makes it necessary to charge 25% of the tuition fee if cancelling or rescheduling your class within 30 days of the course date. If cancelling or rescheduling within 15 days of the course date, 50% of the tuition fee will be charged. If you fail to show up for the course, the full tuition will be invoiced for your seat in the class. Cancellation fees are due within standard payment terms, are nonrefundable and cannot be used towards payment for a future course.

### Is there a dress code for the service seminar?

We recommend business casual attire for all Medtronic Service Seminars. Shorts, tank tops, and open-toed shoes are not permitted.

### What should I bring with me and what is not allowed at the service seminar?

You do not need to bring anything specific. Handouts and classroom laptops will be used during training. Recording devices, weapons, and e-cigarettes are not allowed in the Medtronic Service Seminars training center.

### When does the class start each day?

The seminar begins promptly at 8:00 a.m.; doors open at 7:30 a.m. to allow time for breakfast.

### Are continuing education (CE) credits available for Medtronic Service Seminars?

No. CE credits are not available for any of our service seminars. However, a certificate of completion will be provided for qualifying attendees at the end of the seminar.

### What happens on the last day of class?

Our service seminars end at varying times on the last scheduled day. To ensure you are able to complete seminar requirements, please schedule flights returning home after the following times:

Service seminar	Seminar end time	US flights after	International flights after
Five-day Puritan Bennett™ 980 ventilator system	12:00 p.m.	3:00 p.m.	4:00 p.m.
Five-day Puritan Bennett™ 840 ventilator system	12:00 p.m.	3:00 p.m.	4:00 p.m.
Three-day Newport™ HT70 ventilator	04:00 p.m.	07:00 p.m.	08:00 p.m.

Medtronic will make a commercially reasonable effort to complete seminars. However, we will not be responsible for any travel costs incurred due to causes beyond our control, such as, but not limited to forces of nature, power outages, and other unforeseen circumstances.

Medtronic is the only authorized training provider for Puritan Bennett™ and Newport™ ventilators. No other program is recognized as a valid form of training for these devices. A Puritan Bennett™ 980 ventilator renewal training is required every two years to keep your certificate of completion current. This renewal course is offered online for your convenience.

### Medtronic.com/ServiceSeminars

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